

Memo



To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,
CONNECTIONS Project Team
Date: November 29, 2001
Re: CONNECTIONS Weekly System Update--11/30/2001 Week's Activities

1. CONNECTIONS System Down Time:

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 11/30/2001 from 6:00 am - 7:00 am

Friday, 12/07/2001 from 5:00 am - 7:00 am

Friday, 12/14/2001 from 6:00 am - 7:00 am

2. CONNECTIONS CIAB's System Down Time:

Due to regularly scheduled maintenance CONNECTIONS CIABS will be unavailable on:

Monday, 12/03/2001 from 7:00 am - 7:30 am

Monday, 12/10/2001 from 7:00 am - 7:30 am

Monday, 12/17/2001 from 7:00 am - 7:30 am

A server will not be rebooted if it is currently being used by a CONNECTIONS user; therefore dial in users that are connected to the Citrix server during this time frame, will NOT receive any pop up message. The only thing the user would notice is a five-minute window within the 30 scheduled minutes where they would receive the following message when they try to establish a Citrix session:

Cannot connect to the Citrix server:

The Citrix Server you have selected is not accepting CONNECTIONS.

3. Microsoft Exchange Servers:

Due to regularly scheduled maintenance on Exchange email, all Exchange email servers (except for SSCRX1, SDFY2, EXCHSEN0A1MA, EXCHSEN0A1MB and SACS9X1) will be unavailable on:

Sunday, 12/02/2001 from 1:00 am - 6:00 am

Sunday, 12/09/2001 from 1:00 am - 6:00 am

Sunday, 12/16/2001 from 1:00 am - 6:00 am

4. CONNECTIONS Build 14 (Update):

Build 14 of CONNECTIONS is scheduled for release on December 17, 2001. In the next few weeks we will provide a preliminary schedule for CONNECTIONS downtime, however, given the significant changes to the Application that are required for Build 14, it is likely that CONNECTIONS will be brought down for several hours beginning on Friday evening December 14 at 6pm. As soon as the schedule is finalized, we will provide you with updated information.

5. Adobe Acrobat Reader (version 3.0) Update:

As you are aware, over the last month a WinInstall package to distribute Adobe Reader to **NT 3.51 LAN-Connected Desktop PC's and Laptops** was completed. If there are any NT 3.51 LAN-Connected desktop PC's or Laptops that did not receive this package, please contact the CONNECTIONS Help Desk.

The addition of Adobe Acrobat Reader to your CONNECTIONS workstations provides the CONNECTIONS Project an extremely useful tool that improves our ability to communicate with a wider range of CONNECTIONS users. Large files and documents, such as job aides and UCR's, can be more easily distributed to Public Folders or the CONNECTIONS Intranet Website for users to view and print.

Please Note: As you know, not all CONNECTIONS devices, (NT 4.0 Laptops and NT 3.51 Dial-in CIABs and Laptops) were able to receive the Adobe Reader package. Currently, our Application Development staff continue to work on a method for distribution for all remaining CONNECTIONS computers. We will provide instructions for these devices in the next few weeks.

6. CONNECTIONS Intranet Website:

On November 20th, the CONNECTIONS Communications Team announced the new CONNECTIONS Intranet Home Page. The CONNECTIONS Home Page is part of the OCFS Intranet site on the larger New York State Human Services Intranet site. It can be accessed from CONNECTIONS computers statewide through the MS Internet Explorer browser <http://sdssnet5/ocfs/connect> or from the OCFS Home Page on the NYS Human Services Site by clicking on CONNECTIONS. You do not need to have access to the Internet to gain access to the Intranet.

Some of the information on the Intranet site is in the form of PDF files. In order to open these files, the Adobe Acrobat Reader must be installed on the PC. At this time, the Adobe Acrobat Reader has been distributed to all 3.51 LAN-Connected desktop workstations and laptops. If any of the NT 3.51 LAN-Connected desktop workstations/laptops have not received this distribution, or have any other problems accessing or using the Intranet site, please call the CONNECTIONS Helpdesk at 1-800-759-3832.